

2020

Mary Potter Award Finalists

Spirit of Calvary

Being for others



Everyone is welcome.

You matter. We care about you.

Your family, those who care for you, and the wider community we serve, matter.

Your dignity guides and shapes the care we offer you.

Your physical, emotional, spiritual, psychological and social needs are important to us.

We will listen to you and to those who care for you. We will involve you in your care.

We will deliver care tailored to your needs and goals.

Your wellbeing inspires us to learn and improve.

Our Values

Our Values are visible in how we act and treat each other. We are stewards of the rich heritage of care and compassion of the Little Company of Mary. We are guided by these values:



Hospitality

demonstrates our response to the desire to be welcomed, to feel wanted and to belong. It is our responsibility to extend hospitality to all who come into contact with our services by promoting connectedness, listening and responding openly.



Healing

demonstrates our desire to respond to the whole person by caring for their spiritual, psychological and physical wellbeing. It is our responsibility to value and consider the whole person, and to promote healing through reconnecting, reconciling and building relationships.



Stewardship

recognises that as individuals and as a community all we have has been given to us as a gift. It is our responsibility to manage these precious resources effectively for the future. We are responsible for striving for excellence, developing personal talents, material possessions; for our environment and handing on the tradition of the Sisters of the Little Company of Mary.



Respect

recognises the value and dignity of every person who is associated with our services. It is our responsibility to care for all with whom we come into contact, with justice and compassion no matter what the circumstances, and we are prepared to stand up for what we believe and challenge behaviour that is contrary to our values.



What is the Mary Potter Award?

On behalf of Calvary, we are delighted to announce the 2020 nominees, finalists and winner of the 2020 Mary Potter Award.

Congratulations to all who were nominated, the finalists, and the final winner Nehaal Riaz, Client Services Officer, Community Care Victoria. The Award is an opportunity to share the story of people who represent the selflessness of many in our services.

COVID-19 has impacted the timing of this announcement, and we have adapted the process to include nominations to staff members and teams who have received the closest possible equivalent to the National Mary Potter Award at the service level in 2020.

The National Mary Potter Award celebrates staff and volunteers who are exemplars of the Spirit of Calvary.

Venerable Mary Potter herself reminded us, “We have a power within us of doing good, of living our lives for God and the good of those around us.”



Named for the foundress of the Sisters of the Little Company of Mary, the winner of this annual national award embodies the spirit, passion, drive and enthusiasm for the care and compassion of others (‘being for others’) that Venerable Mary Potter displayed in her commitment to the care of the sick, the dying and those in need.

What is the outcome or benefit?

The organisation and the wider community understands what Calvary prizes and values above all else. Calvary recognises an individual (or the members of a team) who embodies the Spirit of Calvary in the manner of the Foundress of the Sisters of the Little Company of Mary.

The 23 nominees selected met the following selection criteria

- Embodies loving kindness – (for instance, never sees a need without doing something about it; lifts everyone’s spirits through their presence and actions; goes the extra distance in the service of others; demonstrably seeks to bring about equality and dignity for all);

- Displays humility and integrity in the work that they do;
- Strengthens relationships (internally and externally, especially within and across teams);
- Makes a difference, demonstrating sustained excellence and exceptional commitment and exemplifying the values of Hospitality, Healing, Stewardship and Respect through behaviours;
- Is a person for others;
- Inspires others;
- Promotes / Exemplifies the Spirit of Calvary.

Martin Bowles, National CEO

Mark Green, National Director of Mission



Winner

Nehaal Riaz

CLIENT SERVICES OFFICER, CALVARY COMMUNITY CARE VICTORIA

In his role as NDIS Client Services Officer, Nehaal manages many of our highly vulnerable clients. One of his biggest strengths is his ability to build strong relationships with clients, families and support workers. In doing so, the service he provides is outstanding, continuously demonstrating empathy and respect.

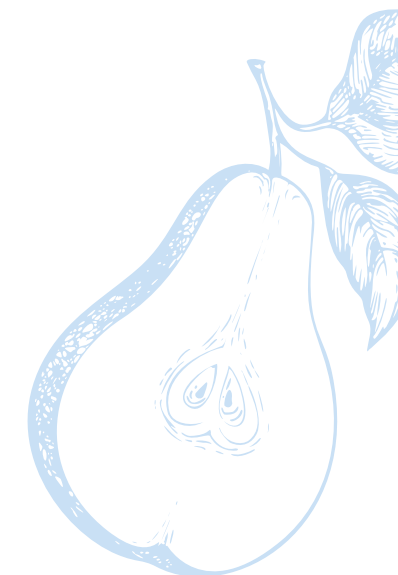
As a former Support Worker, Nehaal brings this experience to his rostering role, focussing on identifying the most appropriate Support Workers available to meet the needs of his clients.

Many of these clients have complex care needs and he goes out of his way to ensure these are met. During the pandemic, Nehaal provided peace of mind by maintaining close and regular contact with families and Support Workers to ease any concerns and to ensure consistent care throughout this period.

No matter the request, Nehaal always gives clients his full attention, remaining calm and positive in all interactions. This is evident in his day to day job, especially during COVID-19 lockdown, where stress levels were very high amongst colleagues, clients and carers. His calm approach to work provides us all with a supportive comfort and the utmost confidence of a job done and done well.

When a colleague was recently on unplanned leave, apart from managing his own large client base, Nehaal picked up his colleague's workload to ensure clients continued to receive their ongoing care services, often staying back after finishing time.

Nehaal has been a great role model and his innate attributes of being trustworthy, diligent and extremely caring constantly shine through.





Belinda McRae

NURSING UNIT MANAGER, CALVARY HEALTH CARE BETHLEHEM

Belinda not only embodies love and support for her patients and families in everything she does, but also inspires her team and wider staff to show the same degree of exceptional care.

During the COVID-19 pandemic, Belinda worked tirelessly with patients, families and staff to manage visitor restrictions with rigour and compassion. Whilst ensuring safety was adhered to, families were still able to spend precious time with their loved one, providing an end of life care experience for all that continued to truly embody the values and mission of Calvary.

Belinda supported a wedding at Calvary that enabled a patient to attend by dedicating her own time, creative skills and resources to create a truly beautiful venue on hospital premises. She selflessly poured her heart and soul into creating a magical experience for everyone involved.

With healing and care at the heart of every conversation, she has negotiated complex and emotionally charged situations with warmth, grace and compassion. Belinda's care extended beyond patients and families to her staff, and the broader hospital community.

Belinda truly epitomises the spirit of 'being for others', whilst maintaining complete humility – always highlighting and celebrating those around her rather than her own exceptional contributions and skill.





Cheryl Cooley


**NURSE MANAGER, SURGERY
CALVARY MATER NEWCASTLE**

Cheryl is a longstanding employee of 25 years and in each of her leadership roles her she embodies a person centred approach by empowering staff with the skills to perform this care.

Cheryl's departments have consistently shown exceptional results through BPA/Gallup staff surveys. The most recent Gallup survey highlights the Melanoma Unit as one of the top performing departments at Calvary Mater Newcastle. This represents a significant turnaround since Cheryl undertook the manager role.

She he has been a key component to the success of many projects including the restructure of the melanoma and surgical outpatients services. Cheryl has transformed key procedural spaces and the patient services area resulting in significantly improved waiting times, and the overall patient experience.

Cheryl's dedication, resolve and capacity to motivate others has resulted in an engaged and valued staff who consistently drive innovation in care for the benefit of our patients, visitors and wider community.





Dr Chong Wei Ong

**STAFF SPECIALIST - INFECTIOUS DISEASES AND INFECTION
CONTROL PHYSICIAN, CALVARY PUBLIC HOSPITAL BRUCE**

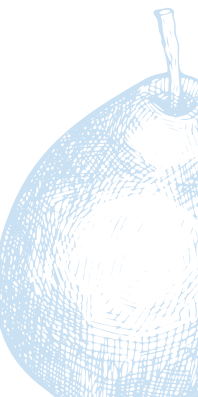
Dr Ong displays great kindness and understanding in issuing directions and providing guidance to other decision makers, evident this year in his involvement as critical advisor to, and participant in the Calvary ACT COVID-19 response working group.

In addition to providing high level expertise and guidance, Dr Ong remained connected to the Infection Control and Medical Administration services at each facility, and was accessible to consider ward, site and person specific issues related to the COVID-19 pandemic.

Of particular note is the attention and concern that Dr Ong has shown for Calvary staff as both the pandemic and response initiatives raised issues unique to each employee.

He provided this assistance with urgency, patience and grace, always maintaining an uncompromising position toward staff and patient safety, while assisting with the practical application of the appropriate standards in each Calvary setting.

Dr Ong's self-effacing humility combined with his affirmation and recognition of others empowers performance at a very high level. He embodies Calvary's values of Hospitality, Healing, Stewardship and Respect.





Dyanne Johnston

RESIDENTIAL SITE MANAGER, CALVARY CESSNOCK RETIREMENT COMMUNITY

Calvary Cessnock is a unique site; its size, geographical spread, nature of the residents, staff and our relationship to the local community mean that any decisions made are felt at all levels and impact everyone. Our major achievement of the past 12 months has been keeping our residents and staff safe during the COVID-19 pandemic. While this a team effort, a major part of this is the work of our Managers and in particular, Dyanne.

Dyanne is the face of Calvary Cessnock from manning the front gate, taking her turn screening visitors, informing families about how their relative is going, spending time to engage with them regarding care issues and listening patiently to their concerns, to responding with empathy and compassion.

As a result of this approach, gathered around her is a group of competent and confident individuals focussed on our residents and their needs, and truly displaying 'being for others' in action.

Under Dyanne's leadership, Calvary Cessnock has successfully achieved compliance across all accreditation outcomes. This transformation has also been accomplished whilst sustaining and supporting positive resident outcomes. There is a constant tension in aged care between adherence to legislation and policy and caring for an individual's needs. Dyanne balances this beautifully, adhering to requirements whilst providing residents the opportunity to remain in control and make decisions that are in their best interest.

Dyanne's leadership empowers residents to be cared for in a manner that respects their identity and dignity allowing them to continue to be the people they were created to be.





John Muscat

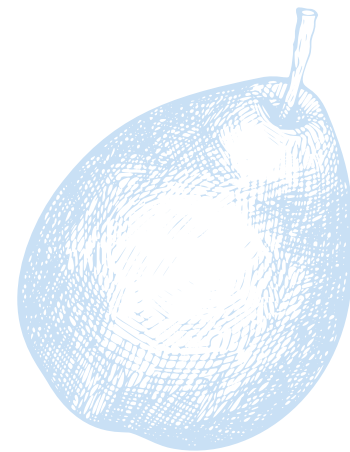
MANAGER OF CORPORATE SERVICES, CALVARY HEALTH CARE KOGARAH

We could not count the number of staff who talk about how impressed they are with John's kindness, competence and generosity. He stands out as a person who lives and breathes the mission and values of Calvary. In addition to his role, he successfully manages many high level projects including new lifts, refurbishments of wards, generator works and the chapel restoration.

During the refurbishment of first North, John went above and beyond the call of duty in providing staff with support. He facilitated the pack up of offices, provided additional bins to discard waste and arranged the safe storage of all items. John worked many hours of unpaid overtime to ensure the area was fully prepared for painting and recarpeting, and then repeated the process of support to staff as they moved back into their offices.

John's care of others extends to his arrangement for food waste from the wards to be donated to St Vinnie's to help feed our homeless. This gesture began with collecting bread tags in the kitchen to be made into artificial limbs for children in need, which sparked the initiation of a waste project to reduce landfill, with the staff kept up to date with improvements made.

When equipment and office furniture was replaced, John identified organisations who could repurpose these products either for themselves or to sell to support their not-for-profit operations. One recipient, the Blue Mountains Breast Care Support, expressed gratitude for the funds they were able to raise to assist their work. John's dedicated attitude, calm and nurturing demeanour, and attentiveness to others makes a highly valued difference to Calvary.






Linda Maas

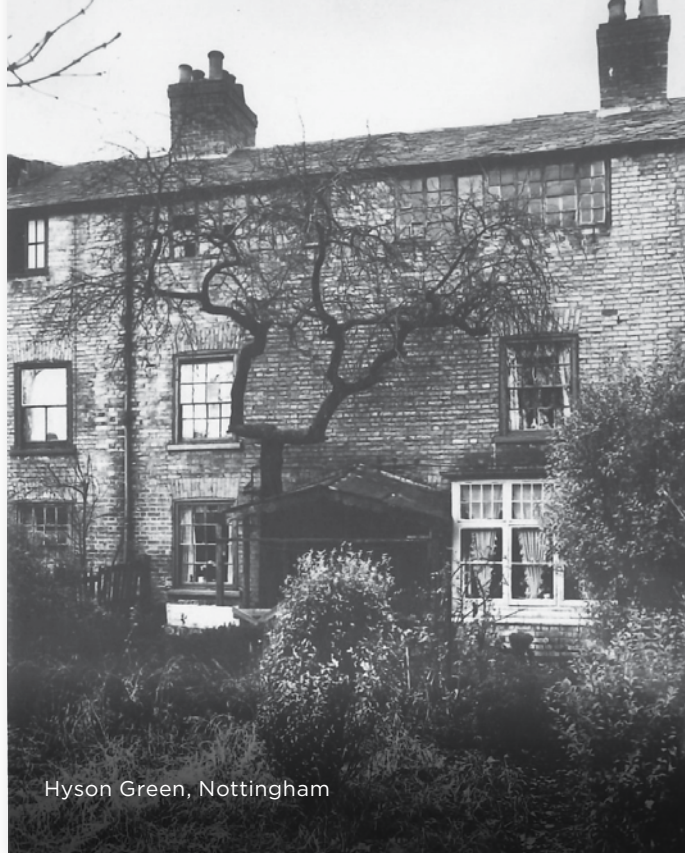
CORPORATE SERVICES MANAGER, CALVARY HEALTH CARE BETHLEHEM

Linda's every interaction is underpinned with a spirit of compassion and respect. Generous with her attitude and time, Linda goes out of her way to support staff, patients and families. She manages every urgent and complex situation with grace and tact, always upholding the values and mission of Calvary.

Throughout 2020 and the COVID-19 lockdowns, Linda continually worked with staff and families to support screening and safety protocols ensuring family visits were as least restrictive as possible, whilst maintaining optimal safety. It was due to her concerted efforts throughout COVID-19 that Calvary Health Care Bethlehem had adequate supplies, particularly of personal protective equipment.

Linda has shown upmost integrity throughout the implementation of new and often complex site processes during the COVID-19 pandemic. She consistently exceeded expectations through her honest and open communication with the hospital community throughout this time. Behind the scenes, the amount of work Linda undertakes without ever seeking recognition or praise is truly remarkable.





Hyson Green, Nottingham



Drawing of the pear tree by Marie Angel, great-niece of Venerable Mary Potter.

Mary Potter and the early Sisters had a pear tree in the garden of the first Little Company of Mary convent at Hyson Green in Nottingham, England. As the beautiful tree grew, so too did the Little Company of Mary. The first LCM Sisters sat under this pear tree to pray, to plan and to celebrate. From the wood of this tree a large crucifix was eventually made, which now hangs in the LCM Heritage Centre in Nottingham.

For Calvary, the pear tree is a symbol of our commitment to continue the mission and vision of Mary Potter by being a source of hope, healing and nurturing to the people and communities we serve.



Continuing the Mission of the Sisters of the Little Company of Mary

Hospitality
Healing
Stewardship
Respect